

COVID-19 UTILITY RELIEF



For Residents & Small Businesses

If you have lost income and are experiencing financial hardship due to COVID-19, Illinois' large and small regulated utilities are offering assistance programs. Each utility is unique and there are differences in the assistance programs provided to customers.

CONSUMER PROTECTIONS OFFERED BY LARGE UTILITIES:

- Applies to customers of: Ameren Illinois, American Water, Aqua Illinois, Utility Services of IL, NICOR Gas, North Shore Gas, Peoples Gas, and ComEd.
- Residential customers can enter into longer deferred payment arrangements (DPAs), between 18-24 months. Down payments for DPAs will be reduced or eliminated based on eligibility.
- Some customers based on hardship, may have an outstanding bill reduced.
- Utilities must reconnect customers disconnected for nonpayment if they lost service after June 18, 2019, and waive any reconnection fees for a period of at least six months for LIHEAP-qualified customers and customers experiencing financial hardship.
- Utilities will not report late or non-payments for four months to credit bureaus.
- The moratorium on disconnections and late payment fees extended until July 25, 2020. However, some utilities have voluntarily extended until the end of August 2020.



NEED HELP WITH UTILITY BILLS DUE TO COVID-19?

Take these steps:

- Call your utility and explain your situation.
- Read the ICC's order and specific agreements on our website here (Docket No. 20-0309):
www.icc.illinois.gov/home/covid-19
- Visit the individual utility websites for additional information.
- Be on the look-out for mail, emails or news releases from your utility.

FILE A UTILITY COMPLAINT

ICC Consumer Services Division
Counselors are available by calling
1-800-524-0795 or complete a form online
at: www.icc.illinois.gov/complaints/



www.icc.illinois.gov



Illinois Commerce Commission



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